



Army Family Well-Being Advisory Council Deployment Cycle Support Program “Army One Source”

17 September 2003

Army One Source (AOS)

AOS is a component of CSA-directed Deployment Cycle Support (DCS) CONPLAN for Operations Enduring Freedom and Iraqi Freedom

Supplements existing Family Programs

Augments Outreach to families off the installation

Information and referral services via 800 number or collect

Online/E-mail

Wherever you are

World wide

Live 24x7x365

6 face to face counseling sessions (CONUS)

Pre-paid

ACS

**_Installation
Integrator**

A central blue circle with a white border contains the text 'ACS' and '_Installation Integrator'. Eight arrows radiate from this circle to various service descriptions listed around it: 'Supplements existing Family Programs', 'Augments Outreach to families off the installation', 'Information and referral services via 800 number or collect', 'Online/E-mail', 'Wherever you are', 'World wide', 'Live 24x7x365', '6 face to face counseling sessions (CONUS)', and 'Pre-paid'.

Army One Source

- Assistance and information **live** 24/7 x 365, via a toll free number and Internet access
- Master's level consultants
- Specialized teams conduct customized research to answer all your questions
- Comprehensive array of prepaid educational materials
- 140+ languages simultaneously translated, TTY/TTD accessible, on-line accessible for low vision users needing assistive technologies (section 508 compliant)
- Unlimited access

Army One Source

- **Document translation service**
- **Multi-cultural, multi-lingual staff**
- **Follow-up within 7 days or as mutually agreed upon by caller and consultant**
- **Privacy**
- **Quality assurance via Customer Satisfaction Surveys, ACS and COR**

Army One Source

- **Referral to face to face counseling in CONUS**
- **Nationwide network of licensed clinical social workers, licensed marital and family counselors, and licensed psychologists**
- **Privacy**
- **Sessions are prepaid**
- **Limit of 6 sessions**
- **Quality assurance via mutually agreed upon follow-up by caller and consultant, access to ACS, COR**

Army One Source

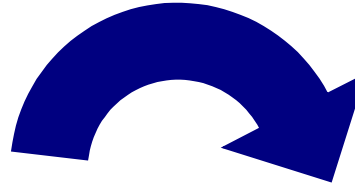
- **Active, mobilized reserve component (RC) soldiers, deployed civilians and their families worldwide are eligible**
- **The U.S. Army Community and Family Support Center (CFSC) will implement, manage, and oversee the AOS program worldwide.**
- **Two contract project coordinators will assist with implementation**
- **AOS implementation began 15 Aug 03**

Army One Source IMPLEMENTATION TIMELINE

15 Aug 03

Phase 1

- Initial shipment of marketing materials shipped worldwide



15 Mar 04

Phase 2

- On site implementation assistance provided
 - Population of data base to meet the needs of each installation, RRC and STARC
- Additional marketing materials shipped electronic and hard copy

On going

Quality Assurance

- Utilization Reports
- Monthly Customer Satisfaction

Army One Source Access

By phone:

- **From the United States**

- **1-800-464-8107**
From outside the United States ONLY

Toll free: The OCONUS number is
(access code) 800-464-81077

Or call overseas dial all 11-digits)

- **5889**
TTY/TDD

800-346-9188

- **En Español**

800-375-5971

Army One Source Online

Online access:

● URL:

<http://www.armyonesource.com>

● Userid:

Army

● Password:

onesource



Army One Source Online

Online access:

- Life Workshop & Moderated Chat
- Self-Assessment Tool
- Calculators
- Online Locators
- Resource Rooms
- Other Military Resources
- Educational Materials



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